

EXHIBIT B**OPERATING PLAN**

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I. INTRODUCTION

This Operating Plan between [Concessioner Name] (hereinafter referred to as the "Concessioner") and the National Park Service (hereinafter referred to as the "Service") describes specific operating responsibilities of the Concessioner and the Service with regard to those lands within Grand Teton National Park (hereinafter referred to as the "Area") that are assigned to the Concessioner for the purposes authorized by the Contract.

In the event of any conflict between the terms of the Contract and this Operating Plan, the terms of the Contract, including its designations and amendments, will prevail.

This plan will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Any revisions shall not be inconsistent with the main body of this Contract. Any revisions must be reasonable and in furtherance of the purposes of the Contract.

Note: For the purposes of this Operating Plan, the term "Guide" is used to describe any Concession employee who leads or guides participants while conducting required and authorized services within the Area.

1) Management Responsibilities

A) Concessioner

The Concessioner must employ a manager who has the authority and the managerial experience for operating the required and authorized services within the Area, and who has the responsibility for implementing the policies and directives of the Service.

B) Grand Teton National Park

The Superintendent is the Area manager with responsibility for all Service operations, including concession operations. The Superintendent carries out the policies and directives of the Service, including concession contract management. The Business Resources office is the liaison between the Concessioner and all other Park divisions.

2) General Operating Standards and Requirements

A) Schedule of Operation

(1) The Concessioner must submit annually a written schedule of proposed operating dates 90 days prior to proposed start date.

B) Rate Determination and Approval Process

(1) *Rate Determination.*

(a) If trips are provided which occur solely within Grand Teton National Park, the Service approves rates based on Direct Comparability as described in the current Service Rate Approval Guidelines.

(b) If trips are provided as part of a multi-day/week program, in which a portion occurs outside the Park, rates will be approved in accordance with Service Competitive Marked Declaration (CMD) guidelines as described in the current Service Rate Approval Guidelines. The Concessioner must submit a company brochure, in which the rates are quoted, to the Business Resources office prior to the operating season.

(c) Rate approval methods are subject to change.

(2) *Request Submittal.* The Concessioner must submit requests for rate changes in writing at least 30 days prior to the anticipated implementation date, brochure publication, and customer notification, in accordance with the current Service Rate Approval Guidelines.

(3) *Rate Approval for Direct Comparability Method*

(a) The Service approves, disapproves, or adjusts rates and informs the Concessioner within 30 days of receiving the rate request submittal.

(b) The Service must approve all rates in writing. Approved rates remain in effect until superseded by written changes approved by the Service.

C) Evaluations and Inspections

The Concessioner must ensure the protection of resources, compliance with public health and risk management requirements, and provide satisfactory services for Area visitors. The Service's evaluation of required and authorized services is a component of the Concessioner's annual overall rating.

- (1) *Periodic Evaluations.* The Service conducts periodic evaluations of Concession services to ensure conformance to operational standards.
- (2) *Annual Overall Rating.* The Concessioner receives an annual performance evaluation for the preceding calendar year. If requested, the Service meets with the Concessioner to discuss the annual evaluation.
- (3) *Risk Management.* The Service determines and provides the Concessioner with a risk management rating based on the Concessioner's documented Risk Management Program on an annual basis. This rating is incorporated into the Annual Overall Rating. The Service may also periodically conduct safety inspections of Concession services.
- (4) *Visitor Comments.* The Service reviews visitor comments and complaints on Concessioner services and associated responses. These may be incorporated into the Annual Overall Rating.
- (5) *Environmental Audit.* The Service may conduct environmental audits. The Service's environmental audits evaluate Concessioner operations with respect to environmental compliance and Best Management Practices Criteria contained within the current Service Environmental Audit Program Operating Guide.
- (6) *Other.* A representative of the NPS Public Health Program may conduct periodic evaluations. All sanitation procedures are subject to U.S. Public Health Standards and inspection.

D) General Policies

- (1) *Lost and Found.* If a participant loses an item in the Park, the Concessioner must refer the participant to a visitor center to make a report. If the Concessioner or participant finds an item in the Park, the item must be turned over to a visitor center as soon as possible to be further processed by the Service.
- (2) *Entrance Fees*
 - (a) Guides leading trips must identify themselves at Area entrance stations. Guides' entrance fees are waived when leading Concessioner trips into the Area.
 - (b) Guides entering the Area to recreate personally must pay applicable entrance fees.
 - (c) Participants age 16 and older entering the Area must pay applicable entrance fees.
- (3) *Acknowledgement of Risk.* The Concessioner may require participants, or their legal guardian if the participant is under 18 years of age, to sign an acknowledgement of risk form. All such forms must be approved in advance by the Service.
- (4) *Park Planning.* This Contract is subject to the provisions of existing or future approved plans for Grand Teton National Park. Operations authorized by this Contract may be suspended, in whole or in part, at the discretion of the Superintendent, when the Superintendent determines such action is necessary to protect the health and safety of visitors or employees or to protect Area resources.

E) Human Resources Management

- (1) *Employee Identification and Appearance.* Guides in direct contact with the public must wear personal name tags, uniforms or standardized clothing to identify them as the guide. Employees must be neat and clean in appearance and must project a hospitable, friendly, helpful, positive attitude, be capable and willing to answer visitors' questions, and provide visitor assistance.
- (2) *Firearms:* Concessioner employees must not possess firearms while on duty within Grand Teton National Park. The Superintendent, in his or her sole discretion, may grant exceptions to this prohibition upon consideration of a written request from the Concessioner with a thorough explanation of the basis of the request. The Superintendent's response to the concessioner must be in writing.
- (3) *Employee Hiring Procedures*

- (a) Staffing Requirements. The Concessioner must hire a sufficient number of employees to ensure satisfactory visitor services throughout the operating season and must offer its employees a full work week whenever possible. The Concessioner must meet all applicable requirements of the U.S. Department of Labor.
 - (b) Drug-free Environments. The Concessioner must maintain, to the greatest extent possible, a drug-free workplace environment. The Concessioner must ensure any employees who are in a position where a federal or state law so requires, participate in an appropriate drug-testing program. If the Concessioner finds evidence of illegal drug use/possession/distribution within the Area they must immediately contact the Service.
 - (c) Background Checks. The Concessioner must establish hiring policies that include appropriate background reviews of applicants for employment.
 - (d) Driver Requirements. Drivers of vehicles must have a valid state operator's license for the size and class of vehicle being driven. Drivers must also comply with any Wyoming requirements for the type of vehicle driven or number of passengers carried.
 - (e) Guides. The Concessioner must establish its own standards for evaluating the qualification of guides and must make these standards available to the Service upon request. Guides cannot be independent contractors. Guides must be on the Concessioner's payroll and be covered by its insurance policies and Workers Compensation Policy. Allowing a non-employee guide to bring his/her clients into the Area under the Concessioner's contract is not acceptable and may be deemed a violation of the Contract.
 - (f) Service Employees. The Concessioner must not employ, in any status, a Service employee (or that employee's spouse or dependents) of the Superintendent's office, Business Resources office, or Public Health Sanitarian. The Concessioner must not employ, in any status, a spouse or dependent of other Service employees without the Superintendent's prior written approval.
- (4) Training
- (a) Interpretive Training. The Concessioner must provide guides with adequate interpretive training.
 - (b) Job Training. The Concessioner must provide adequate, applicable training to each employee prior to duty assignments. Training sessions must include, at a minimum: general safety guidelines and procedures, expedition travel policies, weather (including lightning hazards), illness, safe backcountry travel techniques, map reading, and equipment maintenance.
 - (c) Orientation. The Concessioner must provide mandatory employee orientation for all new employees and inform employees of Service regulations and requirements that affect their employment and activities while working in the Area.
 - (d) Bear Safety. Concession employees must receive "Be Bear Aware" education and receive training on how to share this message with youth participants and how to behave appropriately in bear country prior to leading trips in the Park. The Concessioner must contact the Business Resources office to coordinate this training through the Science and Resource Management Division. Guides must also be trained in proper food storage techniques, and the proper use of bear spray.
 - (e) Human-Wildlife Interaction. All staff must be trained in preventing and responding to human-wildlife interactions.
 - (f) Wilderness Training. Guides must be trained and knowledgeable about the Wilderness Act and be aware of the recommended and potential wilderness areas within the Park.
 - (g) First Aid Training. All guides must have, at a minimum, current Standard First Aid certification through a program sponsored in the United States. Higher emergency medical certification obtained in the United States above Standard First Aid also qualifies, with Service approval.
 - (h) CPR. All guides must have current Adult/Child Cardiopulmonary Resuscitation (CPR) certification. CPR certification must include "hands-on" instruction and be provided by the American Red Cross or American Heart Association, or be included in a higher level emergency medical certification training course.

- (i) Safety Training. Guides must be trained to make appropriate and safe decisions while in the backcountry. All staff must be trained in, and knowledgeable of, emergency policies and procedures including emergency response and evacuation procedures.

F) Risk Management Program

The Concessioner must develop, implement, and maintain a Risk Management Program in accordance with the Occupational Safety and Health Act and Director's Order #50B, Occupational Safety and Health Program. The Concessioner must develop and submit an initial program to the Service within 60 days of the effective date of this Contract and annually thereafter. The Concessioner must update its Risk Management Program in response to Service comments as long as such updates comply with Applicable Laws. The Risk Management Program must include, at a minimum, the following elements:

1. *Documented Program*
2. *Inspections**
3. *Deficiency Classification and Hazard Abatement Schedule*
4. *Accident Reporting and Investigation*
5. *Public Safety and Awareness Program*
6. *Training*
7. *Emergency Procedures*

The Concessioner's Risk Management Program must also include an annual employee accident/injury analysis summary listing injury/accident types and employee lost days, and this listing must be provided to the Service. The summary must compare the present year to the same data from the previous year and may include additional information as required by the Service.

**Note: Inspections are defined as a documented examination of all equipment, visitor activities and work processes to determine compliance with established safety and occupational health regulations. Inspections are conducted by the Concessioner.*

3) Public Relations

A) Required Notices

The Concessioner must prominently post the following at all applicable payment areas:

This service is operated by (Concessioner's name), a Concessioner under contract with the U.S. Government and administered by the National Park Service. The Concessioner is responsible for conducting these operations in a satisfactory manner. Please address comments to:

Superintendent
Grand Teton National Park
P.O. Box 170
Moose, WY 83012

B) Visitor Comments

- (1) The Concessioner must investigate and respond to all visitor complaints regarding its services.
- (2) Upon receipt, the Concessioner must provide copies to the Service of visitor comments that allege misconduct by a Concessioner or Service employee, pertain to the safety of visitors, or concern the safety of Area resources.
- (3) The Service forwards to the Concessioner any comments and/or complaints received regarding the Concessioner services. The Concessioner must investigate and make an initial response to any complaints within 48 hours. The Concessioner must provide the Service with a copy of its responses within 30 days. The Service provides copies of its responses, if any, to the Concessioner.

C) Public Statements

The Concessioner must forward all media inquiries concerning operations within the Area to the Service's Public Affairs office.

D) Advertisements and Promotional Material**(1) Promotional Material**

- (a) Approval. The Concessioner must obtain Service approval for all promotional material prior to any Concessioner use including publication, distribution, broadcast, etc.
- (b) Distribution. Promotional material may be displayed at approved locations within Area visitor centers.
- (c) Changes. The Concessioner must submit brochure text and layout changes to the Service for review and approval at least 30 days prior to projected need/printing dates.

(2) Statements

- (a) Equal Opportunity. Advertisements for employment must state that the company is an equal opportunity employer.
- (b) Authorization. All advertisements must include a statement that the National Park Service and the Department of the Interior authorize the Concessioner to serve the public in Grand Teton National Park unless the Concessioner requests the use of, receives approval for, and utilizes the National Park Service Authorized Concessioner Mark.

(3) Use of National Park Service Authorized Concessioner Mark (Mark)

- (a) The Service has an approved Mark it allows concessioners to use to advertise the official relationship between the Service and the Concessioner. The Mark consists of the official NPS Arrowhead and the words "Authorized Concessioner."
- (b) Authorized Users. The Concessioner is authorized to use the Mark at the start of the Contract in accordance with the approval procedures below. The Concessioner must have received a satisfactory or marginal rating in the previous Annual Overall Rating to use the Mark following the first year of the Contract.
- (c) Authorized Uses of the Mark. The Concessioner may use the Mark in publications, written advertising, brochures, web-based information, interpretive materials, broadcasts (television, film or other audio/visual), associated with required or authorized services; facility signs designed, constructed, or commissioned for official Concessioner functions or purposes; and signs placed on visitor transportation systems, vessels and aircraft.
- (d) Prohibited Uses of the Mark. The Concessioner may not use the Mark on merchandise, souvenirs and clothing presented for sale to the public; Concessioner employee uniforms; or Concessioner equipment and transportation equipment not specifically providing required or authorized visitor services.
- (e) Artwork, Layout and Use. The Concessioner must use official artwork provided by the Service. Layout and use must be in accordance with the Authorized Concessioner Mark Guidelines available on the NPS Commercial Services web site under the Concessioner Tools tab.
- (f) Approval Procedures. The Concessioner must submit a written request to the Service for approval to use the Mark. The submittal must include proposed applications and sample layouts. The Concessioner may not use the Mark until the Service has approved the request and the Concessioner's proposed layouts in writing.

4) Specific Operating Standards And Requirements

The Concessioner must provide all services in a consistent, environmentally sensitive, quality manner. Standards provided by this plan and current Service concession management guidelines are Service minimums. The Concessioner must make every effort to exceed these standards.

A) Required and Authorized Services**(1) Required Services**

- (a) Required Services: Guided overnight backpacking for youths, including associated transportation and food services, on designated trails and at designated backcountry campsites. Youth is defined as under the age of 21.
- (b) Group Size: Overnight backpacking groups are limited to no more than 12 people per group, including guides. Trips must have at least one guide per ten participants.

- (c) Operating season: June through September. Requests for trips outside the operating season must be submitted to the Superintendent in writing and will be responded to by the Service in writing. Snow travel is not allowed; therefore, the operating season will be shortened if conditions dictate.
- (d) The Concessioner must operate in accordance with all provisions of the Grand Teton National Park Backcountry Management Plan (1990), the Superintendent's Compendium, and other applicable plans and their amendments.
- (e) Use Limits: The existing use limits for backcountry campsites is 120 user nights (not including guide) or ten group nights per year.
- (f) Backcountry overnight camping reservations must be made in advance through the online reservation system, <http://www.recreation.gov>. All applicable reservation fees apply. Permits must still be picked up prior to any backcountry travel in person at the Craig Thomas Discovery and Visitor Center in Moose, the Colter Bay Visitor Center, or the Jenny Lake Ranger Station. Backcountry permits must be requested by the Concessioner and are issued in the Concessioners name.
- (g) If no guided backpacking trips are provided in a given year, the Service reserves the right to terminate the Contract.

(2) Authorized Services

- (a) Authorized Services: Guided day hikes for youths, including associated transportation and food services, on designated trails in Grand Teton National Park as part of a week or longer, multi-activity educational program. Youth is defined as under the age of 21. A week is defined as a standard work week, i.e. 5 days and 4 nights. Programs must be operated and managed by the Concessioner.
- (b) Group Size: Day hike groups are limited to no more than 11 people per group, including guides. There must be at least one guide per ten youth participants. If more than one group is using the same trail at the same time, groups must be separated by a minimum of 15 minutes.
- (c) Operating season: June through September. Requests for trips outside the operating season must be submitted to the Superintendent in writing and will be responded to by the Service in writing. Snow travel is not allowed; therefore, the operating season will be shortened if conditions dictate.
- (d) Use Limits: 180 youth participants per season, not including guides.

B) General Policies and Practices

- (1) Guides and participants must stay on maintained trails, hike in single file on the trail, and never shortcut switchbacks. Hiking off-trail or creating unofficial social trails is prohibited.
- (2) Guides must move participants off the trail when meeting horse groups to allow the horses to safely pass before proceeding.
- (3) Guides and participants are prohibited from possessing or using alcohol and/or tobacco products while conducting trips.
- (4) Commercial operations are not permitted in the Laurance S. Rockefeller Preserve.

C) Equipment

- (1) The Concessioner must employ or designate an Equipment Manager. The Equipment Manager is responsible for all gear and equipment orders, distribution, storage, maintenance, and inspection. The Equipment Manager must instruct guides on how to handle, maintain, and clean all of the equipment used for a trip.
- (2) The Concessioner must inspect, at least annually, prior to the start of the operating season, all equipment (including safety equipment and supplies) for quantity, quality, and repair needs. As a result of these inspections, it must dispose of expired equipment, and repair or purchase equipment to maintain the inventory.
- (3) All equipment (including safety equipment and supplies) must be tested annually, prior to the start of the operating season, and prior to each conducted trip. If found defective, the equipment must be discarded or repaired prior to use

D) Food Services

- (1) All food service and sanitary procedures are subject to U.S. Public Health Standards and inspections.
- (2) Water provided for participants must be treated or come from a chlorinated source. Participants must be advised about the risks of drinking untreated water and informed about methods of water purification if they are to treat their own.
- (3) All food brought into the Park must be obtained from a state licensed and inspected food service facility.
- (4) All cold foods must be held at 41 degrees Fahrenheit or below. All hot food must be held at 145 degrees Fahrenheit or above. The Concessioner must use a food thermometer to monitor temperatures.
- (5) The Concessioner must make every effort to prevent bears from having access to human food sources. All employees working in the Area must follow the food storage regulations, which can be found in section 2.10 (d) of the Superintendent's Compendium.

E) Guides and Safety

- (1) A list of guides showing expiration dates of their First Aid and CPR certification must be submitted to the Business Resources office prior to operating each season. This list must be updated throughout the season as changes occur.
- (2) All guides must be at least 21 years of age.
- (3) While driving participants to and from trailheads, all drivers and passengers must wear seatbelts.
- (4) Guides must have extensive backcountry experience, an excellent safety record, and must practice minimum impact camping and travel techniques. Guides must also be proficient in map reading, maintenance of equipment, trip organization and planning, and evacuation protocols.
- (5) Guides must carry a basic first aid kit. At a minimum, guides must carry the equivalent of the following items: 1 roll of one-inch medical tape, 2 rolls of four-inch gauze, 6-4x4 gauze pads, 1-5x9 trauma dressing, trauma scissors, tweezers, 10 antiseptic wipes, 2 four-inch ace wraps, 2 triangular bandages, 1 space blanket, 4 pairs of medical exam gloves, 1 CPR mask, 1 SAM splint, 10 assorted sizes of adhesive bandages, waterproof matches, flashlight, 1 tube Sun-Block SPF 30 or greater.
- (6) Other safety equipment groups must have while traveling in the backcountry and participating in the overnight trips include, at a minimum: bear spray; flashlights/headlamps; water purification system; whistles; communication devices, i.e. cell/satellite phone; topographical maps of the area; medications for campers along with health forms/information for campers; compass; and other weather-dependent safety gear such as ice axes, ropes, rain gear, etc. Guides must be instructed on, and proficient in, the use of all items.
- (7) Vans must be equipped with a fire extinguisher and road flares. Guides must be instructed on the use of these items.
- (8) Guides and support staff must provide pre-trip safety sessions covering, at a minimum, such topics as proper stove lighting and care, general first aid, general information regarding wildlife and minimizing encounters, proper clothing and gear, outdoor cooking practices, food storage, and emergency procedures.

F) Resource Protection

- (1) The Concessioner must incorporate Leave No Trace principles into its operations, and all staff must be trained on, and teach participants about these principles.
- (2) Tents must be set to minimize disruption of the natural environment. Campers must be taught low impact camping techniques and standards to ensure the least amount of possible disturbance to the campsite. Camping is authorized in designated sites only.
- (3) The Concessioner must provide information to employees and participants about rules and regulations regarding resource protection, including all applicable wildlife closures. Routine business operations, educational activities, and employee programs must be conducted in

accordance with all applicable environmental laws and in a manner that minimizes negative impacts on the environment and wildlife.

- (4) Bear management is a critical resource management issue in the Area, affecting the operations of all Concessioners. The Concessioner must make every effort to prevent bears from having access to human food sources and attractants. Any food, garbage, toiletry, or other bear attractants must not be left unattended anywhere in the Area for ANY length of time, unless stored inside a secured building or in Interagency Grizzly Bear Committee (IGBC) approved hard-sided bear resistant canisters. The Concessioner must educate participants and employees in practices that do not endanger themselves or bears. All employees and participants working in the Area must follow the food storage regulations, which can be found in section 2.10 (d) of the Superintendent's Compendium.
- (5) The Concessioner must immediately notify the Service of all instances of bear-related property damage, bear-human conflict, bears obtaining food rewards, and/or bear-related injury, by contacting the Teton Interagency Dispatch Center (TIDC) at (307)739-3301 **and** the Business Resources office.
- (6) Concessioner guides must carry bear spray on all trips. All guides must be trained on how to appropriately use bear spray, and must have it accessible at all times.
- (7) Feeding any wildlife within the Area is prohibited. The Concessioner must not encourage nor inadvertently facilitate the feeding of wildlife within the Area. The Concessioner must teach participants about the detrimental effect of habituating wildlife to humans.
- (8) Guides must have groups wait for wildlife to move through an area before proceeding or must reroute the group to avoid conflict. Wildlife must be viewed from distances specified in the Superintendent's Compendium.
- (9) The Concessioner is responsible for packing out all refuse from its activities. All solid waste (paper products, cans, foil, papers, etc.) must be stowed in trash bags and packed out of the Area and disposed of in proper trash receptacles.
- (10) When in these wilderness areas, guides must inform participants about the special qualities and additional levels of protection of wilderness and how those differ from other backcountry areas.
- (11) In areas where toilet facilities are not available, participants must be informed of proper backcountry sanitation procedures, and carry out all toilet paper and feminine sanitary products.
- (12) All guides and participants recreating in the backcountry, along travel corridors, and in the front country must be aware of and follow the best practices for noise mitigation. Group games or activities that create boisterous activity are not allowed in a wilderness environment.
- (13) Guides and participants must not pick wildflowers, build or dismantle cairns, or leave wilderness mail or notes to other groups.

G) Interpretation

- (1) The Concessioner's activities must include information about the Area and its resources and include interpretive techniques designed to connect youth with Area resources, instill conservation ethics, and increase environmental awareness in participants.
- (2) The Concessioner must incorporate wilderness stewardship values and Leave No Trace principles into its interpretive topics.
- (3) Service staff, through the Business Resource office, may be available to advise and assist the Concessioner in the development of an interpretive program.
- (4) Assistance developing language to describe wilderness policies and the need to protect wilderness values may be provided by the Park's Wilderness Coordinator, through the Business Resources office.

5) Reporting Requirements

A) Concessioner Operational Reports

The Concessioner must provide report data in an MS Office-compatible electronic format. Upon request, the Concessioner must provide all supporting documentation for all operational reports to the Service.

(1) *General*

- (a) Key Personnel Listing. Prior to the start of each season, the Concessioner must provide the Service with a list of key staff, including office and emergency phone numbers.
- (b) Emergency Reporting. In case of an emergency, the Concessioner must call the Teton Interagency Dispatch Center (TIDC) at (307)739-3301 or 911.
- (c) Incident Reports. The Concessioner must immediately report the following to the TIDC:
 - Any fatalities or visitor-related incidents that could result in a tort claim to the United States or the Concessioner.
 - Any motor vehicle accident resulting in property damage, personal injury, or death.
 - Any other incident resulting in personal injury (requiring more than minor first aid treatment) or property damage exceeding \$500.
 - All suspected or known criminal violations.
 - Other incidents that may adversely affect Area resources (e.g., fires, hazardous material spills) or violate state and federal law.
 - Guides involved in reportable incidents must be available to the investigating ranger within 48 hours of the incident. Names and phone numbers of participants involved in the incident must be reported.
- (d) Human Illness Reporting. The Concessioner must promptly report information on all human communicable illnesses, whether employees or trip participants, to the TIDC (307) 739-3301. A suspected outbreak of human illness is two or more persons with common symptoms that could be associated with contaminated water or food sources or other adverse environmental conditions. When in doubt, report the illness. A representative of the NPS Public Health Program may investigate the report.
- (e) Insurance Certificate. The Certificate of Insurance must be submitted annually prior to operating. Commercial auto insurance is required if guides transport participants in company-owned or personally owned vehicles. Additional requirements are outlined in Exhibit D of the Contract.

(2) *Visitor Use Report*. The Concessioner must maintain an information system to document visitor use patterns. Information provided may be used by the Service in documents which are made available to the public. The report is due to the Service through the Business Resources office by the 4th day of the following month for each month of operation. Visitor use for all required and authorized services must be included in the monthly report (if one of the activities did not occur during the reporting period, note zero use). The report must be faxed or emailed to the Business Resources office.

(a) The Concessioner must report:

- Backpacking trips: date, location, number of trips, number of participants and guides per trip, and number of days in the Park for each month of operation.
- For day hikes include number of trips and number of participants and guides by day for each month of operation.

B) Concessioner Financial Reporting

(1) *Annual Financial Report (AFR)*. The AFR is due no later than 120 days after the end of the Concessioner's fiscal year. For fiscal years following the calendar year, the AFR is due April 30. The Concessioner must notify the Service if its fiscal year does not coincide with the calendar year and a specific due date will be established. The Concessioner must submit the AFR according to Service policies and guidelines.

(2) *Franchise Fee Payments*. The Concessioner must make payments due to the Service, through electronic funds transfer via the U.S. Treasury Pre-Authorized Debit (PAD) system, or equivalent system. The Concessioner must submit electronically to the Business Resources office a Monthly Financial Report for each month of operation, in the form prescribed by the Service, documenting Gross Receipts earned and Franchise Fees accrued for in-park operations, no later

than the 15th day of each month, for the previous month (or on the next regular business day if the 15th falls on a weekend or on a federal holiday). Any identified franchise fee amount due is debited from the Concessioner's designated bank account.

- The specific methodology for calculating annual gross receipts will be proposed to, and approved by, the Service within 90 days of the effective date of the Contract. In general, gross receipts will be determined as a percentage of the associated week or longer, multi-activity educational program, e.g. the amount of time (days/hours) spent in the Park while undertaking required and authorized services divided by the amount of time of the entire trip.

C) Summary of Initial and Recurring Due Dates

The following table summarizes the preceding reporting requirements and details other reports, plans, payments, and inspections that are the responsibility of the Concessioner.

SUMMARY INITIAL AND RECURRING DUE DATES		
Title	Due Date	Reference
Initial Requirements		
Balance Sheet	Within 90 days of effective date of the Contract.	Contract 7.C.1
Risk Management Program	Within 60 days of effective date of the Contract and annually thereafter.	2.F
Method to Calculate Gross Receipts	Within 90 days of effective date of the Contract	5.B.2
Annually		
Dates of Operation	90 days prior to proposed start date each season	2.A
Key Personnel Listing	Prior to each operating season	5.A.1.a
Insurance Certificate	Prior to each operating season	5.A.1.d
Guide list w/expiration dates of First Aid and CPR certification	Prior to each operating season	4.E.1
Annual Rate Change	At least 30 days prior to anticipated implementation date.	2.B.2
Annual Financial Report	120 days after the end of the Concessioner's Fiscal Year	5.B.1
Monthly		
Visitor Use Report	By the 4th day of the following month for each month of operation.	5.A.2
Franchise Fee	By the 15 th day of the following month of each month of operation.	5.B.2
Miscellaneous Reports and Data	The Director may require the Concessioner to submit other reports and data regarding its performance under the contract or otherwise, including, but not limited to, operational information.	As noted throughout this Plan

Effective _____, 20_____

OPERATING PLAN ATTACHMENT:

Attachment # 1: Backcountry Management Plan (1990)

Attachment # 2: Superintendent's Compendium (2014)